

SECTION 8 HUMAN RESOURCE MANAGEMENT

Part 8.3 EMPLOYEE ASSISTANCE PROGRAM

A. PURPOSE

To provide information, guidance and/or referral to Department employees to enable them to manage their problems with the goal of improving the quality of their lives, their job performances, and their contributions to the functioning of the Department.

B. POLICY

1. To provide access to confidential services to all employees who voluntarily seek such assistance and to accommodate management referrals for services to employees whose deterioration in job performance or violation of policy suggests assistance would be of value to them.
2. An employee's job security or promotional opportunities will not be jeopardized by a request for assistance from the Employee Assistance Program (EAP). Conversely, participation in EAP will not alleviate the employee's responsibility for his/her job performance and behavior. One's job performance is the ultimate assessment criterion for continued employment.

C. PROCEDURES

1. Voluntary Referral
 - a. The Employee Assistance Program is available to all employees and may be accessed by contacting the Employee Services Representative (ESR) in person or by telephone.
 - b. Employees are encouraged to seek assistance prior to experiencing job problems that may lead to corrective or disciplinary action.

- c. Appointments may be made on Department time or personal time.
- d. A supervisor/manager, BHRM staff, or another employee may encourage the use of the Employee Assistance Program.
- e. Following a confidential interview, the ESR may provide guidance, assistance, or referral to community resources.
- f. Employees will be responsible for costs incurred when utilizing outside resources. ESR will assist in identifying services covered by the employee's benefit package.

2. Formal Management Referral

- a. A formal management referral must be based on documented job problems or deterioration in performance, conduct, safety or attendance.
- b. A supervisor/manager should follow the "Guidelines for Formal Management Referral" form available in BHRM. The guidelines include the following:
 - (1) Inform the employee that referral to ESR is NOT a disciplinary action and cannot be used against him/her. Conversely, involvement with ESR will not protect the employee from negative personnel action.
 - (2) All management referrals must be on Department time.
 - (3) Contact the ESR office to arrange an interview.
 - (4) Inform the employee of the referral to ESR in a business-like manner, basing it on attendance, job performance/conduct, safety, etc.

- (5) Complete an "Employee Assistance Management Referral" form (BHRM-60).
 - (a) Fill out form and sign prior to interview.
 - (b) Give original form to the employee, copy to ESR.
 - (6) Maintain strict confidentiality. Do NOT discuss a referral with ANYONE other than the ESR and the individual employee concerned.
 - c. Following a confidential interview the ESR may provide guidance, assistance, or referral to community resources.
 - d. Employees will be responsible for costs incurred when utilizing outside resources unless otherwise agreed by management. ESR will assist in identifying services covered by the employee's benefit package.
 - e. The ESR will inform the referring supervisor of the employee's:
 - (1) maintenance of the appointment, and
 - (2) cooperation with recommended services.
 - f. In the event the employee fails to maintain an appointment with the ESR, the supervisor may record failure to comply with that portion of his/her corrective action plan per DHRM 10-2 (2)(c).
 - g. The program does not intend to pre-empt the responsibility of any supervisor/manager. It is the supervisor's/manager's role to identify and to take corrective action for substandard jobs performance. Not all attendance or performance problems should be referred to Employee Services.
3. All records that are kept by the Employee Assistance Program are strictly confidential, except as the employee directs or consents in writing to their release or as required by law. The law may require the release of such information where life or safety of an individual is seriously threatened.